

## Agenda Item 3: IT Reorganization – Executive Branch Phase I Report Out

Strategic Advisory Council  
April 2, 2010

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**Background:** King County's IT Reorganization program started in 2007. Phase I of the program includes Executive Branch departments.

The scope of IT reorganization for the Executive Branch includes establishing a single line of accountability for IT to the County Chief Information Officer (CIO), improving service delivery and IT maturity through standardization of IT processes, practices, and services for performance measurement, change management, project management, implementing an IT service center, consolidating servers, and standardizing desktop computers.

Based on progress to date, the Executive is reporting completion of Phase I - IT Reorganization for the Executive Branch by July 2010.

One of the follow-up activities is to support a King County Council milestone targeted for September 2010. The milestone is to evaluate the results of the first phase of Information Technology Reorganization in order to collaboratively develop implementation plans for future phases. Both the Executive Branch and Separately Elected agencies will need work together to provide supporting information that is needed.

The major deliverables in the areas of organizational assessment, methods for conducting reorganization, structure and management, cultural change activities, IT maturity, and program plans and reports are listed in **Exhibit 1**. The documents are available on the county's Web site, or can be accessed by clicking on their titles in the Exhibit 1.

[http://www.kingcounty.gov/business/oirm/governance/strategicadvisorycouncil/meetings/IT\\_Reorg\\_Materials\\_SAC.aspx](http://www.kingcounty.gov/business/oirm/governance/strategicadvisorycouncil/meetings/IT_Reorg_Materials_SAC.aspx)

### YOUR ACTION IS REQUESTED

1. **Provide questions/input in advance of the meeting.** If you have questions or input related to this subject, we would appreciate receiving your feedback in advance of the meeting. For questions please contact David Martinez; otherwise, please e-mail your input associated with this agenda topic to Maureen Weisser. Maureen will be collecting all input provided by the members. We will introduce the received feedback at the SAC meeting for discussion.

2. **SAC Action at the meeting: Endorsement.** The members will be asked to vote on:

- ❖ IT Reorganization Phase I - Executive Branch has met its goals and objectives for single accountability, efficiency, standards and measurements
- ❖ Completion of Outcomes of IT Reorganization in the Executive Branch - Phase I as planned:
  - Single line of accountability under the CIO
  - An organizational structure of IT which enables reduced costs and increased customer services
  - Met goals and objectives identified in the Business Case for Executive Branch
  - Achieved industry standard for moving IT Operational maturity from Basic to Standard Level as outlined in the **Exhibit 2: Summary View of Maturity Models** from the KCIT Infrastructure Optimization Study Implementation Plan
  - Support a culture of effective governance, clear accountability and communication
  - Ensure IT security and privacy
  - Recruit, deploy and retain an appropriately-skilled workforce
  - Serve as a leader in IT regional initiatives

## **Exhibit 1: *Program Deliverables***

### **IT Reorganization Deliverables**

#### **Organizational Assessment and Recommendation**

[Criteria for Structure of IT in Executive Branch, December 2007](#)

[Learnings From the Comprehensive Assessment, December 2007](#)

[Draft Organizational Structure and Leadership and Management Plan, January 2008](#)

[Recommended Organization Structure and Plan for Capacity-Building and Transition, March 2008](#)

[A Plan for Structural, Cultural and Technical Change, April 2008](#)

#### **Method for Conducting Reorganization**

[Joint Labor Management IT Charter, 2007](#)

[Transition Planning Orientation - Work Plan, May 2008](#)

[Transition Planning Materials – Templates, May 2008](#)

[Stage Two Launch, October 2008](#)

[Stage Two Launch Materials, October 2008](#)

#### **Organizational Structures and Management**

[KCIT Matrix Management Policy Statements and Supportive Practices, April 2009](#)

[Organization charts by department, current](#)

[Draft Code Revision, March 2010](#)

#### **Cultural Change Activities**

[Rapid Response Toolkit, June 2008](#)

[KCIT Shared Beliefs, Values, Norms, March 2009](#)

[Burst the Bubble Training, February 2010](#)

## **IT Maturity**

[Infrastructure Optimization Report, 2008](#)

[IT Maturity Plan, September 2009](#)

[Change management Process 2009](#)

[2010 Technology Business Plan](#)

King County 2010 IT Optimization Progress Report

## **IT Reorganization Program Plans and Reports**

[IT Reorganization Progress Report, August 2007 – December 2008, August 2009](#)

[KCIT Employee Survey, November 2008](#)

[KCIT Employee Survey, April 2009](#)

[Updated Benefits Realization Plan, August 2009](#)

[IT Reorganization Program Plan – August 2009](#)

[Detailed IT Reorganization Savings Comparison, September 2009](#)

[IT Reorganization Roadmap, September 2009](#)

[KCIT Customer Satisfaction Research Report, November 2009](#)

[2009 Performance Report, December 2009](#)

IT Budget Advisory – 2009, 2010, 2011

[2009](#)

[2010](#)

[2011](#)

Please Note:

(1) Many pre-implementation steps were taken to lay the foundation for IT Reorganization in the Executive Branch – these documents can be made available upon request.

(2) Other documents for technologies and process changes implemented, such as SharePoint Governance and Help Desk Model, are available upon request.

**Summary View of Maturity Models**

For the purposes of King County’s IT maturity analysis, the county has used the model primarily defined by the IDC, Microsoft and Gartner. The following graphic provides a very high-level summary of this model, with some basic attributes of each maturity level.

